



Late Collection and Non-Collection Policy



Colwall CofE Primary School and Nursery

Our Christian Values as a key aspect in our Policies: **"Let your light shine"**



... in relationships, as we trust... in learning, as we encourage ourselves and others.



our curiosity.



... in the community, as we develop the courage to light the lives of others.



At Colwall CofE Primary School & Nursery we expect all parents to agree an approximate time to collect their child from the nursery. We give parents information about the procedures to follow if they expect to be late.

These include:

- Agreeing with the nursery in advance anyone who is collecting a child who is not the parent (designated adult)
- Calling the nursery as soon as possible to advise of their situation
- Asking a designated adult to collect their child wherever possible
- Informing the nursery of this person's identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation
- If the designated person is not known to the nursery staff, the parent must provide a detailed description of this person. This is the responsibility of the parent. Please send a photo via Seesaw if you can

If a child has not been collected from the nursery after a reasonable amount of time, at least $\frac{1}{2}$ an hour has been allowed for lateness, we initiate the following procedure:

- The Nursery manager will be informed that a child has not been collected
- The Nursery Manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the Nursery manager/Office manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails the Nursery manager/Office manager will try the emergency contacts shown on the child's records



- There must be two members of staff with the child (if outside normal operating hours). During normal operating times, the nursery will plan to meet required staff ratios. If the parents have still not collected the child, the school staff will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the local authority children's social services emergency duty team
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process
- In order to provide this additional care a late fee of £5 for every 15 minutes or part thereof, will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

Social Services Emergency Duty Team 01432 260261

Ofsted 0300 123 1231